Malicious Call Details System Reports

CAR provides reporting capabilities for three levels of users:

- Administrators - Generate system reports to help with load balancing, system performance, and troubleshooting.
- Managers - Generate reports for users, departments, and QoS to help with call monitoring for budgeting or security purposes and for determining the voice quality of the calls.
- Individual users - Generate a billing report for calls by each user.

Note Depending on your job function, you may not have access to every report that is described in this chapter.

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Generate Malicious Call Details Reports

Only CAR administrators generate the Malicious Call Details report. The report displays the following details about malicious calls for a particular date range: origination time, termination time, duration (in seconds), origination (calling number), destination (called number), origination device, destination device, and call classification.

This section describes how to generate, view, or mail a Malicious Call Detail report.

Procedure

Step 1 Choose **System Reports** > **Malicious Call Details**.

The Malicious Call Details window displays.

Step 2 In the From Date drop-down list boxes, choose the month, day, and year from which you want malicious call details.

Step 3 In the To Date drop-down list boxes, choose the month, day, and year to which you want malicious call details.

Step 4 If you want the report in CSV format, choose CSV (comma separated value) in the Report Format area. Be aware that the CSV-format report is limited to 20,000 records. If you want the report in PDF format, choose PDF (portable document format) in the Report Format area. Be aware that the PDF-format report is limited to 5000 records.

Step 5 To view the report, click **View Report**.

The report displays**.**

Step 6 To mail the report to an e-mail recipient, see the Mail Reports.

Related Topics

- Generate CDR Analysis and Reporting
- CAR System Reports
- QoS System Reports
- Traffic System Reports
- FAC/CMC System Reports
- Precedence Call Summary System Reports
- System Reports
- CDR Error System Reports
- System Reports Results

Additional Documentation

- Administration Guide for Cisco Unified Communications Manager
- Cisco Unified Serviceability Administration Guide
- Cisco Unified Communications Manager Call Detail Records Administration Guide
- Feature Configuration Guide for Cisco Unified Communications Manager